

Mission

Provide leadership in the development and operation of a safe and efficient transportation system.

Vision

Dedicated people creating transportation solutions through innovation and exceptional service.

WisDOT Strategy 2006–2007

A stylized map of Wisconsin is centered on the page. The map is divided into several colored regions: light blue in the northwest, green in the north-central, pink in the northeast, and orange in the south. Overlaid on the map is a large, grey, circular graphic that resembles a stylized flame or a drop, with a red flame-like shape inside it.

Values

Accountability

Being individually and collectively responsible for the impact of our actions on resources, the People we serve, and each other.

Attitude

Being positive, supportive and proactive in our words and actions.

Communication

Creating a culture in which people listen and information is shared openly, clearly, and timely—both internally and externally.

Excellence

Providing quality products and services that exceed our customers' expectations by being professional and the best in all we do.

Improvement

Finding innovative and visionary ways to provide better products and services and measure our success.

Integrity

Building trust and confidence in all our relationships through honesty, commitment and the courage to do what is right.

Respect

Creating a culture where we recognize and value the uniqueness of all our customers and each member of our diverse organization through tolerance, compassion, care and courtesy to all.

WisDOT Strategy 2006-2007

Dear fellow employees,



The time has come for the Wisconsin Department of Transportation to renew its Strategic Plan for 2006 and 2007. As we do so, we should recognize that we have accomplished much in challenging times through our strengths both as individuals and as an organization. Thank you for your good work as we move forward together.

The Board of Directors has established the Strategic Plan around three principles:



» **First, we clearly need to sustain our commitments to the Mission, Vision, Values and Emphasis Areas that remain central to our agency.** The Board also understands the need to sustain our commitments to staff. We will continue to put employees first as we face budget and program challenges. This focus will come about through two-way communication to help staff fully understand expectations and offer input.

WisDOT is facing many external circumstances in this challenging time for state government. However, we will continue to have a seat at the table to help forge overall goals and ensure that employees have a voice in how we implement those goals.

» **Second, the plan calls on us to address new realities.** There are many changes to our world since the last strategic plan. Every state agency faces gaps between available resources and demand for services. The events of September 11, 2001 and more recent natural disasters call on us to improve transportation security and incident management. Our customers and workforce are growing older, changing how we conduct business and deliver services.

There are promising new realities as well. Computer and Web-based services present opportunities for efficiency and quality. Our staff continues to be innovative in planning, design and construction. State agencies are pursuing shared initiatives to improve operations and efficiency, and WisDOT can lead the way to find cost-effective ways to deliver quality service.

» **To sustain commitments and face new realities, our agency needs to integrate actions.** This renewed plan gathers statewide initiatives, department priorities and division business plans under a single umbrella, organized by our Emphasis Areas. WisDOT needs to integrate our agency plans into broader state initiatives for workforce development, information technology and accountability. We must focus on maintaining positive relationships with other agencies, the Legislature and all those who have a stake in our business.

Please join me in renewing our Strategic Plan for 2006-2007. The challenges are great, and there is much work to do. I am confident, however, that together we will accomplish great things for Wisconsin.

Sincerely,

Frank J. Busalacchi
Secretary

Ruben Anthony, Jr.
Deputy Secretary



Emphasis Areas

Maintain a quality workforce

A well-trained and diverse workforce is essential to the department's future. We will assess replacement and recruitment needs and ensure current and new employees receive training and direction. We will encourage employee initiative and value the expression of individual perspectives. We will actively recruit and promote a diverse workforce.

Sustaining commitments

- » Address and anticipate resource challenges
- » Face-to-face training, annual meetings and other training programs

New realities

- » Retirement of key personnel, need for succession planning
- » Lack of employee contracts in several areas
- » Limited collaboration among divisions

Integrating actions

- » **FUTURE ORGANIZATION**
We will fully implement the WisDOT reorganization and continue to address anticipated budget and position cuts with creativity and cooperation.

WisDOT Strategy 2006-2007

- » OFFICE OF STATE EMPLOYMENT RELATIONS WORKFORCE PLAN
We are working closely with OSER to prepare WisDOT's Workforce Plan for FY 2006-08. The plan will identify retirement vulnerabilities, critical hiring needs and any core mission changes or large projects that impact on workforce needs.

- » EMPLOYEE SURVEY
We measure key levels of employee satisfaction every two years and use the results to improve job satisfaction and employee morale.

Anticipate and meet our customers' needs



WisDOT's primary customers are the residents of Wisconsin, who support our programs and utilize our services. We strive to understand what the public values and deliver products and services that meet their needs. We will continue to use understandable performance measures to further accountability and guide efficient use of resources.

Sustaining commitments

- » New DMV Web-based services focused on the customer
- » Evaluating customer survey results
- » Ongoing multimodal projects and programs

New realities

- » Rising energy costs
- » IT deployments lag position reductions
- » Funding uncertainties
- » Impacts of aging population



Integrating actions

- » 2030 PLAN
We are developing the Connections 2030 multimodal plan for transportation in Wisconsin for the next 25 years, including all modes, all parts of the state.
- » REBUILD WISCONSIN
We are rebuilding the 50-year-old Interstate Highway system in our state.
- » NEW MODES
We will implement new modes and service options.
- » WEB-BASED SERVICE
We will continue to develop new Web-based customer options.

Increase efficiency



We strive to deliver products and services to our customers as cost-effectively as possible and to maximize the capacity of our existing infrastructure to meet demand. We encourage teamwork and innovation and deploy technology as effectively as possible in order to increase efficiencies. We are responsible stewards who carefully monitor the costs of delivering products and service.

Sustaining commitments

- » Reorganization for greater efficiencies
- » Value engineering to save dollars and speed construction
- » Ongoing prioritization of tasks, programs, services

New realities

- » Increasing customer demands and desires
- » Incompatibility of many internal and external databases and software systems
- » Resistance to technology changes

Integrating actions

- » INFORMATION TECHNOLOGY STRATEGIC PLAN
WisDOT's plan provides direction and coordination of IT efforts including transitions to centralized services.
- » ACCOUNTABILITY CONSOLIDATION AND EFFICIENCY INITIATIVE
We are participating in this Wisconsin State Government initiative to apply best management practices for streamlined procurement, statewide facilities management, human resource consolidation and enterprise technology. The ACE Initiative will enable state agencies to cut costs through centralized business operations, especially by leveraging the state's purchasing power.
- » INTEGRATED BUSINESS INFORMATION SYSTEM
We will work closely with the Department of Administration to implement IBIS and achieve the operational efficiencies and cost savings from enterprise-wide procurement, asset management and human resource IT systems.

WisDOT Strategy 2006-2007

Promote transportation safety... and security



WisDOT is committed to making safety and security for the traveling public a top priority as we design, build, operate and maintain our transportation facilities—highway, rail, air, waterway and transit. We emphasize the importance of appropriate training, licensing and enforcement for the drivers and the vehicles that use the facilities. Partnerships are becoming even more critical to the success of transportation safety.

Sustaining commitments

- » Stemming the tide of highway fatalities
- » Promoting safety in project design

New realities

- » Post-September 11 security concerns
- » Post-Katrina incident management focus

Integrating actions

- » **STRATEGIC HIGHWAY SAFETY PLAN**
We are developing a detailed plan of action in ten focus areas to reduce deaths and injuries on Wisconsin's roadways so that by 2008, our fatality rate will be reduced to 1 per 100 million vehicle miles traveled.



» SECURITY ASSESSMENTS

We have completed the initial security assessment of Wisconsin bridges, railroads, airports and harbors, as required by the Office of Justice Assistance and FHWA. We have also completed a facilities criticality study.

» EVACUATION PLANS

We have begun the development of evacuation plans for the twelve most populated cities in Wisconsin utilizing highways, rail, airports, waterways and transit. Milwaukee will be the first city to develop plans.

» CONTINUITY OF OPERATIONS AND CONTINUITY OF GOVERNMENT

We are actively developing a plan to ensure that essential WisDOT functions will be able to continue after the occurrence of a man-made or natural disaster.

» REAL I. D. ACT

DMV will work closely with the federal government to implement.

Create economic opportunities



A safe, efficient transportation system is the foundation for economic opportunity and growth, enhancing productivity and reducing distribution costs. WisDOT's balanced multi-modal approach to long-range planning ensures a comprehensive transportation infrastructure that promotes job creation and fosters a competitive business climate.



Sustaining commitments

- » DBE contracting and minority/women job opportunities
- » Completing the Marquette Interchange and other major projects

New realities

- » Competing in a globally-based economy
- » Growing tourism sector

Integrating actions

- » **GROW WISCONSIN**
We are coordinating department efforts with Governor Doyle's economic plan to foster a competitive business environment, invest in people to help them climb the economic ladder and invest in Wisconsin businesses to encourage job creation and regulatory reform.
- » **US 41 TO I-41**
We will manage the conversion of US 41 to I-41.
- » **SOUTHEAST FREEWAYS**
We will fully develop the south-east freeways reconstruction plans and programs.

More information

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